

Manual de Call Center



Objetivo:

Que el call center sea un filtro para que todas las personas que no fueron conectadas no se pierdan y permanezca, ubicándolos en grupos de conexión.

Participantes:

Conectores dispuestos, que tengan habilidades de comunicación, deben emplear lenguaje coloquial y común.

¿Cómo y cuándo realizar el Call Center?

- Se puede realizar presencialmente en una casa o un lugar tranquilo sin ruido para hacer las llamadas, o también lo pueden realizar por Zoom.
- Del 15 al 20 de cada mes, ya que el reporte se tiene que enviar como máximo a los 3 días de haber realizado el Call Center.
- Horario: Es recomendable en las noches a partir 8 pm, ya que muchas personas trabajan o estudian, es importante por ello enviar un mensaje por whatsapp para concretar la llamada.
- El encargado del Call Center define el día y la hora que se reunirán cada mes.
- Como el primer paso antes de la llamada es enviar un mensaje al Whassap, y se les dará 3 días a los conectores para que sigan realizando las llamadas de sus listas y envíen el reporte para tener el mayor porcentaje de comunicaciones.

¿A quiénes se llama en el Call Center?

- Se realiza las llamadas a todas las personas conectadas el mes anterior.
- Los conectores nombres llaman a los hombres y las conectoras llaman a las mujeres.

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Manual básico para Call Centers y Telemárketing: La comercialización en la sociedad de la información Germán Augusto La Rota Osorio, 2022-05-10 En esta primera parte del Manual Básico para Call Centers y TELEMARKEETING se tratan como ya se mencionan los aspectos más importantes relacionados con los call centers para contribuir a perfeccionar su gestión administrativa y dar a conocer los estudios preliminares que deben llevar a cabo quienes deseen montarlos. Todas las unidades de producción en los call centers son el resultado de una larga evolución en donde el desarrollo de la teleinformática de los sistemas y la electrónica aportan sus hallazgos. La comunicación telefónica entre quienes necesitan un producto y quienes lo ofrecen evoluciona a partir de la información que daban las secretarías y las recepcionistas, dando origen al telemarketing que se convierte en una herramienta que incrementa el volumen de las ventas al bajar sensiblemente los costos de comercialización.

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Unveiling the Magic of Words: A Overview of "**Manual De Call Center**"

In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Manual De Call Center**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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